

**Request for Qualifications and Proposals**  
**To Provide Service Agreements for the**  
**Lackawanna County Wireless Network**

**RFQ# 347-21-117**

**NOTICE IS HEREBY GIVEN** that pursuant to a fair and open process The Lackawanna County Commissioners are requesting Statements of Qualifications and Proposals from qualified firms interested in providing Service Agreements for the Lackawanna County Wireless Network. RFP documents shall be accessed at

<https://www.lackawannacounty.org/index.php/quick-links/rfp-rfq>

All proposal documents shall be sent to the Lackawanna County Chief of Staff Office, 6<sup>th</sup> floor Lackawanna County Government Center, 123 Wyoming Avenue, Scranton, PA 18503 by courier (USPS, UPS, or FedEx). Hand delivered proposals will be accepted and can be dropped off with the 1<sup>st</sup> floor receptionist. All proposals are to be sealed and plainly marked with the Project Name and RFQ ID and contain all required information described herein. A bid bond, certified check, or cash in the amount of 10% of the bid amount is required to be submitted with each bid, payable to the Lackawanna County Treasurer, as a guarantee of the bidder's willingness to execute the contract if awarded the same. Lackawanna County reserves the right to reject any or all proposals.

**All proposal documents must be received by the Lackawanna County Chief of Staff Office no later than 11:00AM on December 3, 2021. Questions may be emailed to Mike Brown [brownmi@lackawannacounty.org](mailto:brownmi@lackawannacounty.org) . All questions must be received by November 19, 2021, by 5PM. Question shall be answered and posted to the Lackawanna County Website by November 29, 2021, 5:00 PM**

**PROJECT OVERVIEW**

**Interviews shall be conducted with firms that submit proposals. Interviews shall be conducted by a review committee comprised of Lackawanna County officials who shall have responsibilities for the project.**

**GENERAL TERMS**

Lackawanna County reserves the right to reject any or all proposals and to select the proposal that it determines to be in the best interest of Lackawanna County.

The contract is subject to the approval of the Board of Commissioners and is effective only upon their approval.

Proposers are bound by the deadline and location requirements for submittals in response to this RFP as stated above.

Proposals will remain effective for County review and approval for 90 days from the deadline for submitting proposals.

If the County only receives one proposal, it may negotiate with the proposer or seek additional proposals on an informal or formal basis during the 90-day period that proposals are effective.

The proposer is encouraged to add to, modify or clarify any scope of work items it deems appropriate to develop a high-quality plan at the lowest possible cost. All changes should be listed and explained. However, the scope of work proposed must accomplish the goals and work stated below.

## **SCOPE OF WORK**

- The scope of work shall include but not limited to the following:
- 24/7 Network Monitoring
- Warranty Management on Equipment and Installations
- All RMA
- Equipment Spare Coordination (Ceragon – Radwin, or other equipment as needed)
- Spectrum and Bandwidth Optimization
- Core (Backbone) Network Optimization
- Firmware Coordination and Implementation
- Emergency Response – 30 minutes or less for first contact, SLA on prem timeframe discussed at a later date
- Remote Technical Support
- On-site Technical Support
- Incident Investigation and Documentation
- Service Level Agreements (SLA)
- NMS dashboard
- Lackawanna County Customer site surveys and installations
- Coordination with County IT and 911 Staff
- Coordination of Support Vendors
- Support to 911 last mile

Vendors shall have adequate staffing to support the Lackawanna County Network and internal processes for rapid response time with a point person to work directly with the Lackawanna County Wireless Administrator.

It is desired that Proposers have at least 15 years of experience in microwave communications, RF technology, licensed and unlicensed spectrum, network VLAN management, and 10 years' experience in ACL management.

Technical Questions shall be emailed to Mike Brown [brownmi@lackawannacounty.org](mailto:brownmi@lackawannacounty.org), Kimberly Walker [walkerki@lackawannacounty.org](mailto:walkerki@lackawannacounty.org) and Colin Doherty [dohertyc@lackawannacounty.org](mailto:dohertyc@lackawannacounty.org).

## **SUBMISSION REQUIREMENTS AND FORMAT OF PROPOSAL**

Four (4) hard copies, and one (1) thumb drive of the proposal marked "SERICE AGREEMENTS FOR LACKAWANNA COUNTY WIRELESS NETWORK PROPOSAL" shall be delivered Lackawanna County Chief of Staff Office, 6<sup>th</sup> floor Lackawanna County Government Center, 123 Wyoming Avenue, Scranton, PA 18503 by courier (USPS, UPS, or FedEx). Hand delivered bids will be accepted and can be dropped off with the 1<sup>st</sup> floor receptionist. All proposals are to be sealed and plainly marked with the Project Name and RFQ ID and contain all required information described herein. A bid bond, certified check, or cash in the amount of 10% of the bid amount is required to be submitted with each bid, payable to the Lackawanna County Treasurer, as a guarantee of the bidder's willingness to execute the contract if awarded the same.

**All proposal documents must be received by the Lackawanna County Chief of Staff Office no later than 11:00AM on December 3, 2021.** The proposal submission shall be in 8-1/2x11" format, minimum font size 11 point, and each page must be numbered and marked "SERICE AGREEMENTS FOR LACKAWANNA COUNTY WIRELESS NETWORK PROPOSAL". Proposals shall include:

### **Cover Letter**

The vendor shall provide a cover letter with the following items:

- A statement demonstrating your understanding of the work to be performed.
- The contact information of the proposing team's Project Manager.
- A clear statement of the firm's principals and employee's relationship(s) with officials and employees of Lackawanna County.
- A statement acknowledging that the County may ask for background checks and security clearance records of the selected team.
- The cover letter shall be signed by the team's Project Manager who shall be legally authorized to negotiate and contractually bind the team with the County regarding the requested services. The Project Manager shall be the main contact with the County for technical and contractual issues and shall be responsible for the direction of day-to-day progress.

### **Profile of the Team**

The proposing team shall provide a brief statement and team profile indicating experience in conducting work sought by this RFP. The profile shall include:

- A statement of the team's experience in conducting work of the nature sought by this RFP. Advertising brochures may be included as support of this statement.

- The address of the team’s primary office where the Project Manager is located.
- The address of any subconsultants’ offices, if applicable.
- Resumes of staff and subconsultant staff that are proposed to conduct the work outlined and the specific duties of each person relative to the proposed work.
- Three (3) references from projects that were completed with similar work outlined in this RFP. Contact information for references shall include name, title, organization, phone number, mailing address, and email address.

### **Explanation of Work**

The proposal shall include a detailed description of the methods and procedures the team will use to perform the work requested herein.

### **Work Schedule**

The project work schedule shall include time frames for start and completion.

### **Proposed Cost**

The cost proposal for all project expense shall be organized and itemized by proposed work items in your Explanation of Work and Project Schedule. Include reimbursable expenses that will be claimed.

The itemized costs shall be totaled to produce a contract price. If awarded the contract, a proposer is bound by this price in performing the work. The contract price may not be exceeded unless the contract is amended by the Board of Commissioners to allow for additional costs.

Your proposed method of billing shall be stated. The preferred practice for this project is to pay upon completion of work tasks outlined in your proposal. Regardless of the billing method used, 10% of the funds available under the contract may be withheld until the final product is approved by the County.

### **Contract**

If awarded a contract, the County will provide the contract. See Attachment 1 of this document for the document titled “Nondiscrimination / Sexual Harassment Clause to be attached to and shall be incorporated in the contract.

## **EVALUATION CRITERIA**

### **Technical Expertise and Experience**

The following factors will be considered:

- The firm’s experience in performing similar work.
- The expertise and professional level of the individuals assigned to conduct the work. Resumes for key team members and examples of relevant prior work are encouraged.
- The clarity and completeness of the proposal and the firm’s demonstrated understanding of the work to be performed.

## **Procedures and Methods**

The following factors will be considered:

- The sequence and relationships of major steps.
- The methods for managing the work to ensure timely and orderly completion.

## **Cost**

The following factors will be considered:

- The number of hours or days of work to be performed.
- The level of expertise of the individuals proposed to do the work.
- The proposed schedule showing number of hours of system downtime during installation.

## **Interviews**

Any or all firms submitting proposals shall be invited to meet with the review committee to provide information concerning their proposals and to answer review committee questions concerning their proposal on a date mutually agreeable to all parties.

## **ATTACHMENT 1**

### **HARASSMENT AND OTHER DISCRIMINATORY CONDUCT**

Lackawanna County is committed to a work environment in which all employees are treated with respect and dignity. It is the policy of the County to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, age, disability, national origin, or any other characteristic protected by law. No employee, either male or female, is expected to have to endure insulting, degrading or exploitative sexual treatment, or any other type of discrimination, by other employees, supervisors, managers, directors, or non-employees present in the workplace, including current and prospective customers, consultants, and vendors. The County therefore prohibits any form of discrimination, including sexual harassment, as well as any retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. It is defined as unwelcome sexual advances (verbal, physical, or visual), requests for sexual favors, and other verbal and/or physical conduct of a sexual nature that is unwelcome, personally offensive, lowers morale and, therefore, interferes with work effectiveness. It also includes conduct that is not overtly sexual but is directed to an employee because of his or her gender and/or sexual orientation. It generally refers to situations in which one or more of the following are present (this list is not all-inclusive):

- 1.) Submission to such conduct is made an implicit or explicit term or condition of one's employment;
- 2.) Submission or rejection of such conduct is used as a basis for employment decisions; and
- 3.) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

#### **Other Unlawful Harassment**

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, such harassment includes verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, citizenship or any other characteristic protected by law or that of his/her relatives, friends or associates, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace.

### **Individuals and Conduct Covered**

This policy applies to all applicants and employees and to conduct engaged in by employees, supervisors, managers, or someone not directly connected to the County, including a client, customer, consultant, and outside vendor.

Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events.

### **Reporting Harassment, Discrimination, and Retaliation**

Lackawanna County will not tolerate sexual or other types of harassment and/or discrimination and will take action to eradicate problems as they arise. Although the County is committed to protecting employees from harassment, discrimination, and retaliation, it cannot protect employees from such behavior if it is unaware that it is occurring. It is the responsibility of any employee who has been the subject of harassment, discrimination, or retaliation, or has become otherwise aware of its occurrence, to report the incident(s) immediately.

Any employee who feels that he or she has been a victim of harassment, discrimination, and/or retaliation should immediately report such incidents to

his or her department head or the Deputy Director for Human Resources. This obligation to report is also the responsibility of all County management employees and all non-management employees are urged to report this prohibited conduct when they become aware of its existence. In addition, the County encourages individuals who believe they are being subjected to such conduct promptly to advise the offender that his or her behavior is unwelcome and request that it be discontinued. Any employee who engages in discrimination or sexual harassment of others will be disciplined, up to and including termination of employment.

Lackawanna County encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

### **Investigation of Complaints**

Any reported allegations of harassment, discrimination, or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process, but only to the extent that it does not impair the investigation.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as the County deems appropriate under the circumstances.

Employees are assured that this procedure has been established for their benefit to allow them the freedom of expressing their feelings and/or complaints. No employee should fear that he or she will be penalized for making use of the procedure. Our primary concern is that harassment be reported so that it can be stopped. **Don't ignore the problem.**



## **Conclusion**

Lackawanna County has developed this policy to ensure that all its employees can work in an environment free from harassment, discrimination, and retaliation. The County will make every reasonable effort to ensure that all employees are familiar with this policy and aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any employee who has any questions or concerns about this policy should talk with the Deputy Director of Human Resources.

False and malicious complaints of harassment, discrimination or retaliation as opposed to complaints which, even if erroneous, are made in good faith, may be the subject of appropriate disciplinary action.

Finally, this policy should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion in order to avoid allegations of harassment. The law and the policies of the County prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, and privileges of employment. The prohibitions against harassment, discrimination, and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.